a plurality of user modules, wherein each user module operates on a unique user machine coupled to one or more provider servers;

an experience test server for collecting data from the plurality of user modules, wherein the collected data includes at least one performance datum relating to user experience with a link from the user machine to the provider server; and

means for cleansing the collected data to account for variable user configurations, wherein the means for cleansing identifies when given data samples with disparate values represent similar samplings due to user configuration variations.

5. (Amended) The apparatus of claim 1, wherein the data samples represent point-of-presence IDs and the disparate values result from user variations in representations of point-of-presence IDs.

6. (Amended) The apparatus of claim 1, wherein the data samples are clock times and the disparate values result from user variations in local clocks.

9. (Amended) The apparatus of claim 7, wherein the logic is logic programmed to allocate tests based on one or more criterion, wherein the one or more criterion are selected from a test type, matching test parameters, maximum number of tests, test durations and conditions under which tests can be allocated.

16. (Amended) A method of monitoring end-user experience of a plurality of users operating a plurality of interfaces to a distributed network, wherein each of the plurality of users is associated with an account on the distributed network and a service level and wherein compliance with the service level of a user is determined, at least in part, from the monitored end-user experience, the method comprising:

detecting that a user invokes a connection code to connect a client system to the distributed network;

in response to the user invoking the connection code, monitoring the connection code to obtain user experience data about the connection process, wherein the user experience data is data relating to the user's experience with the distributed network; and

transmitting the data obtained from the connection process to an experience test server, wherein the experience test server is a collector of user experience test server.

19. (Amended) The method of claim 24, wherein the instructions distribute the network tests over time to available user devices.

20. (Amended) The method of claim 24, further comprising:

checking test quota limits associated with a user device before instructing the user device to run a test.

21. (Amended) The method of claim 24, further comprising:

dynamically controlling a rate of test allocation to distribute tests over a test period based on a current test rate.

22. (Amended) The method of claim 24, further comprising:

dynamically changing test allocation among user devices without prior knowledge of number of user devices available for testing.

Please add new claims 24-33 as follows.

24. (New) In a network monitoring system for monitoring network-based services over a distributed network accessible by user devices capable of collecting data about end-user experience

and communicating network performance data to an experience test server, a method of monitoring network-based services, comprising:

configuring the user devices to notify the experience test server of an availability to perform network tests in response to being connected to the distributed network;

distributing instructions from the experience test server to the user devices that are available to perform network tests, in accordance with notifications from the user devices, wherein at least some of the instructions direct the user devices to perform network tests; and

collecting, at the experience test server, network performance data generated by the user devices that perform the network tests.

25. (New) The method of claim 24, wherein performance of the network tests is transparent to the users operating the user devices.

26. (New) The method of claim 24, wherein transmission of the network performance data from the user devices to the experience test server is transparent to users operating the user devices.

27. (New) A network monitoring system for monitoring network-based services over a distributed network, comprising:

a plurality of user devices capable of performing network tests and collecting data about end-user experience, wherein the user devices are configured to notify an experience test server of an availability to perform network tests in response to being connected to the distributed network; and

the experience test server, configured to receive availability notifications from the user devices and to distribute instructions to the user devices that are available to perform network tests, wherein at least some of the instructions direct the user devices to perform network tests, and wherein the experience test server collects network performance data generated by the user devices that perform the network tests.

28. (New) The system of claim 27, wherein the user devices perform network tests that are transparent to the users operating the user devices.

29. (New) The system of claim 27, wherein the user devices send network performance data to the experience test server in a manner transparent to users operating the user devices.

30. (New) The system of claim 27, wherein the experience test server distributes instructions to available user devices such that performance of the network tests is distributed over time.

31. (New) The system of claim 27, wherein the experience test server checks test quota limits associated with a user device before instructing the user device to run a test.

32. (New) The system of claim 27, wherein the experience test server dynamically controls a rate of test allocation to distribute tests over a test period based on a current test rate.

33. (New) The system of claim 27, wherein the experience test server dynamically changes test allocation among user devices without prior knowledge of number of user devices available for testing.